



NEWS TO USE

A newsletter for PERSI Employers

May 2003

- Class 2 employer rates go up July 1
- PETRA enhancements
- Surveys start soon

Public safety officer \$100,000 death benefit increases PERSI Class 2, A, B, and D employer contribution rates 0.10% effective July 1, 2003

Legislation passed this year (SB 1050) revised the public safety officer \$100,000 death benefit program to include it as a benefit under PERSI rather than through the state board of examiners.

Effective July 1, 2003, all PERSI police officers (Class 2) and firefighter members (Class 2 and D) and FRF firefighters (Class A and B) will be

eligible for the benefit from PERSI.

To fund this shift in benefits, the employer contribution rate for all PERSI police officer and firefighter employees will increase 0.10%, from 10.01 to 10.11% of pay effective July 1, 2003. The FRF Employer Rate for Class A and B employees will increase from 35.90% to 36.00% of pay, and for Class D employee from 27.25% to

27.35% of pay

The employee rate will **not** change. Only the employer contributions will change. The change will be effective for pay periods beginning on or after July 1, 2003.

If you have any questions, please contact your PERSI Financial Tech at 334-3365 or 1-800-451-8228.

	Current Employer Rate	Employer Rate Effective July 1, 2003
PERSI Police Officers (Class 2)	10.01%	10.11%
PERSI Firefighters (Class 2)	10.01	10.11
FRF Firefighters (Class D) Hired after 10/1/80	27.25	27.35
FRF Firefighters (Class A and B) Hired before 10/1/80	35.90	36.00

PETRA receives more enhancements

PERSI's online transmittal reporting system, PETRA, has the following new improvements:

The "What's Required" document is updated. To print it, go to PETRA (). Click "What's New." Then click "What's Required."

PETRA now accepts Employer Matching contributions to an Employee's Choice Plan 401(k) account. The Contribution Source is "Employer Matching." The Contribution Type is "Voluntary."

PETRA now accepts payments for the purpose of repaying a Choice

Plan 401(k) loan. The Contribution Source is "Remittance." The Contribution Type is "Loan."

If "Eligibility End Date" and "Eligibility End Reason" for an employee are entered on a transmittal, that employee won't appear on the next transmittal.

On the page that asks if you want to delete an employee, you will be reminded to submit final service and salary information and reason for termination.

PETRA now verifies that PERSI has an address for each employee

with a Transmittal/Mandatory record. If we have no address for an employee, at step 3 of 6 you will see three red stars under the Edit button for that employee. Before you can complete the transmittal, you must click Edit and add an address for each starred employee.

On the bottom of every PETRA page is a new "links" hyperlink.

We believe you will find these enhancements useful. If you have any questions, please contact your PERSI Financial Technician at 334-3365 or 1-800-451-8228.

PERSI to begin surveying employers and members on customer service

How are we doing? We really want to know what you think. Within the next few weeks, PERSI will begin a new on-going service satisfaction program.

We would like to determine how you and our members perceive our service levels and what new services you might like. From your opinions, we will establish goals and strategies for improving service.

PERSI has contracted with Clearwater Research of Boise to develop and administer the program. Clearwater will collect and tabulate all answers and will keep all information strictly confidential, so you are free to be as honest and open in your answers as you wish.

We realize that you're busy, and we do not wish to take up your valuable time, but we would very much appreciate your participation in the program. We sincerely wish to improve our services to you, and believe these surveys will assist us to that end.

Clearwater will be conducting these different surveys for us:

Employer Attitude Survey

This survey will be done within the next few months, and will be repeated every year or two. Clearwater Research will be calling each of our 667 payroll contacts to ask questions regarding:

- Knowledge of PERSI benefits
- Knowledge of services
- Experience with services
- Methods preferred for

receiving information

- Customer satisfaction
- Level of training/education desired

Employer Transactional Surveys

These would be done on an on-going basis. Every employer must complete a payroll report each pay period. This ranges from 1 to 5 reports per month with the average being 2 to 3. Other transactions are intermittent. Employers would be contacted after a transaction at least once annually. Questions would determine:

- How was the process?
- Did transactions take one or multiple contacts?
- Has training been sufficient for completing processes?
- How are the materials/forms to work with?
- How long did it take for questions/issues to be answered/resolved?
- How easy was it to complete the paperwork? What could make it better?
- How accurate were we?

Active Member Attitude Survey

This survey will be done this summer, and may be repeated every two or three years. Our goal is to determine:

- Knowledge of PERSI benefits
- Knowledge of services
- Experience with services
- Methods preferred for receiving information
- Customer satisfaction with

services

- New services desired

Member Transactional Surveys

These would be for active and retired members, and will be on-going. Members would be contacted after completion of a transaction to determine:

- How was the process?
- Did the transaction take one or multiple contacts?
- How long did it take for questions/issues to be answered/resolved?
- How easy was it to complete the paperwork? What could make it better?
- How accurate were we?

Member transactions to be measured may include :

- Retiree Application Process (1,800)*
- Payment Estimates (9,000)
- Phone Service (100,000)
- Pre-Scheduled One-on-One Counseling Sessions (1,600)
- Walk-in Counseling Sessions (2,500)
- Separation Benefit Process (6,600)
- Website visits (120,000)
- Buy-Back Process (300)
- Death Benefit Process (1,000)
- Annual Base Plan Statement (60,000)
- Quarterly Choice Plan Statement (200,000)

*Approximate number of the different transactions PERSI completes annually.